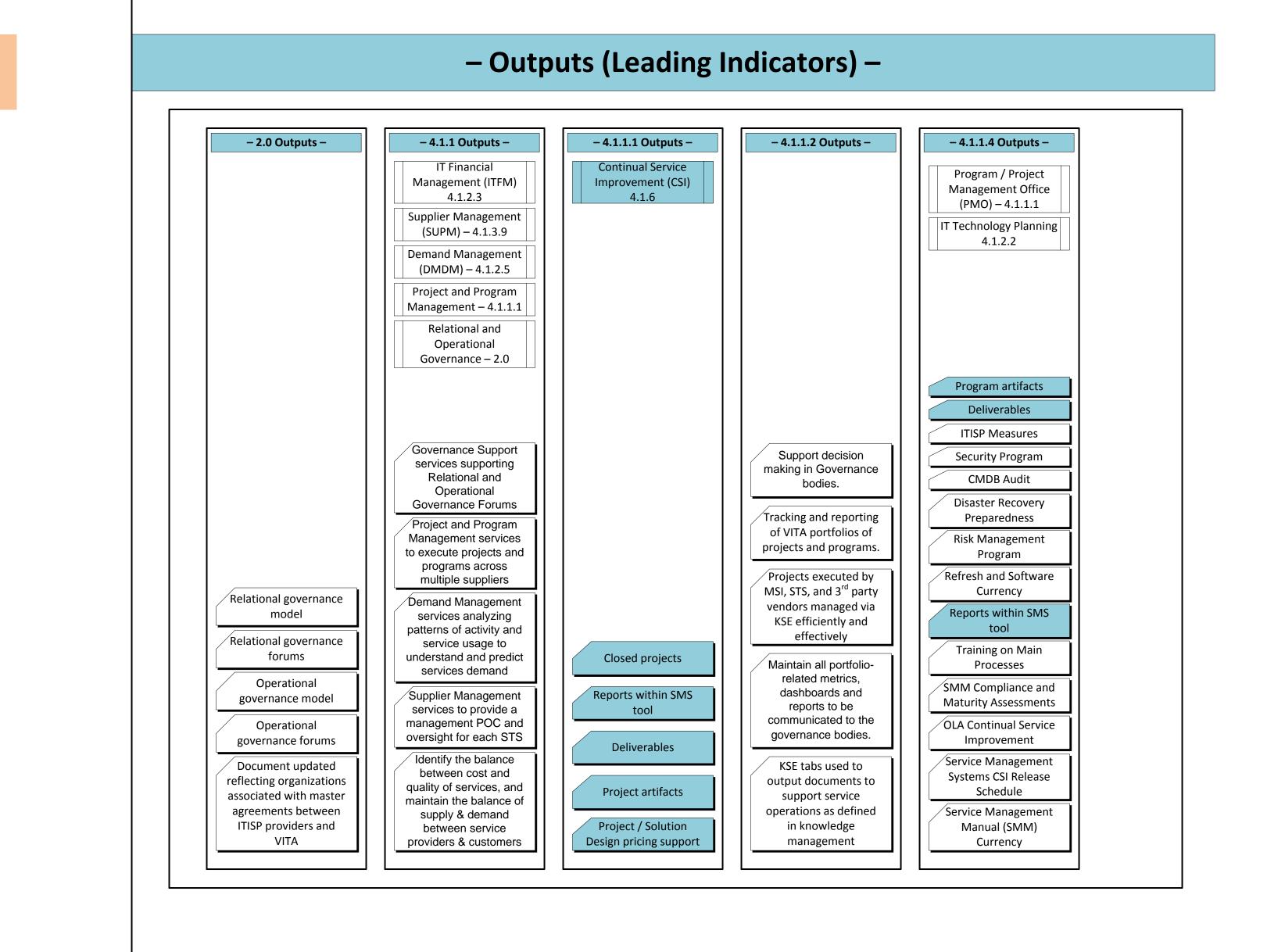
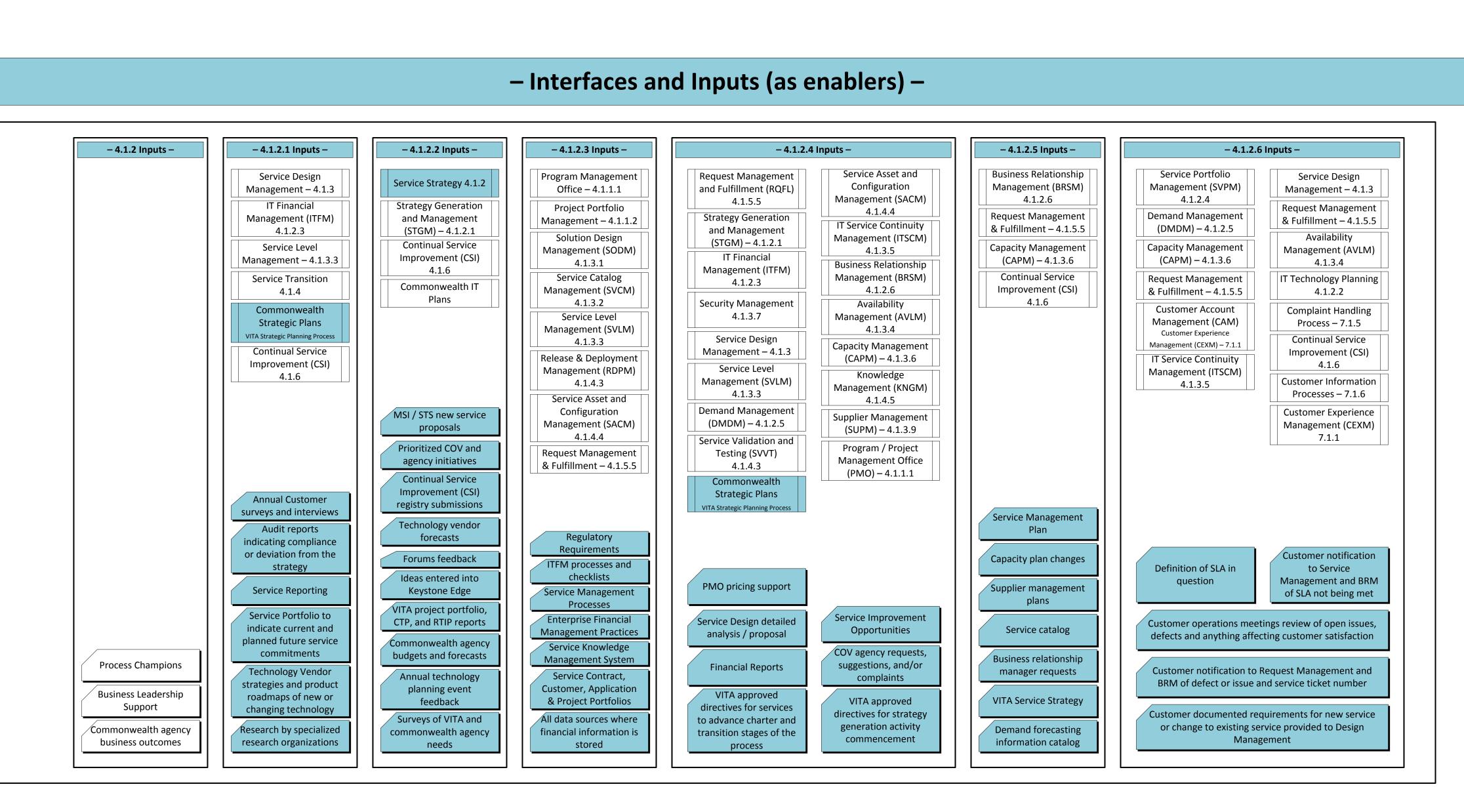


- 4.1.1.2 Inputs -	- 4.1.1.4 Inputs -	SMM 2.0 Relational and Operational	SMM 4.1.1 Platform	SMM 4.1.1.1 Program Management	SMM 4.1.1.2 Project Portfolio Management and	SMM 4.1.1.4 Ongoing Program
ent 5		Governance	Management	Office (PMO)	Reporting System	
1)			1.0		1.0	1.0
		1.0 ITISP Organization	1.0 Relational and Operational	1.0 Pre-Initiation Phase	Provide adaptive service framework	1.0 Determine Progran List
		2.0 VITA Organization	Governance – 2.0 2.0	2.0 Initiation Phase	2.0 Leverage KSE SMS	2.0 Enter Ongoing
		3.0	Program Management Office 4.1.1.1	3.0 Detailed Planning	for demand fluctuation planning and fulfillment	Programs 3.0
		MSI Organization 4.0	3.0 Project Portfolio	Phase 4.0	3.0 Improve process/	Ongoing Programs treated as recurring projects
(A)		STS – Mainframe Organization	Management and Reporting System	Execution and Control Phase	procedure integration (PPI) for	
		5.0 STS – Messaging Organization	4.1.1.2	5.0 Closeout Phase	SMM management 4.0	
<u>(1)</u>		6.0 STS – Managed	Ongoing Programs 4.1.1.4		Improve PPI for onboarding new suppliers	
ent		Security Services Organization	5.0 Financial		5.0 Improve PPI for	
		7.0 STS – Server /	Management 4.1.2.3		improved services provisioning management	
		Storage / Data Center Organization 8.0	6.0 Demand		6.0 Continuous process	
		STS – Managed Print Organization	Management 4.1.2.5		and quality PMO practices	
		9.0 STS – End User	7.0 Supplier Management		improvement 7.0	
		Support Organization 10.0 STS – Voice / Data /	4.1.3.9		Enhance communication and awareness via open	
		Network Organization			and automated reporting	
nto		11.0 STS – Internal VITA Services				
Up-to-date and complete KSE inputs by	Ongoing program data and information	Organization				
the STS						

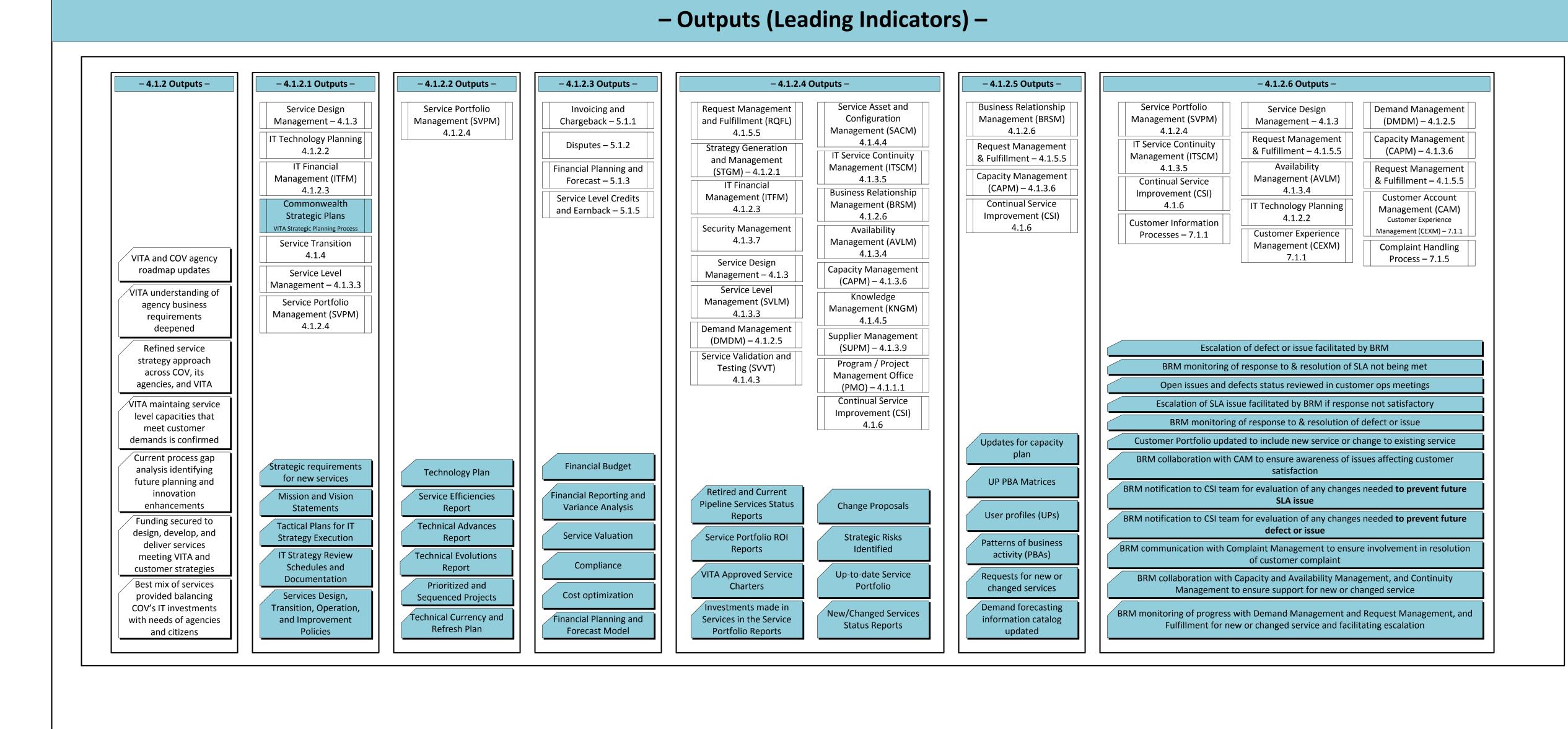


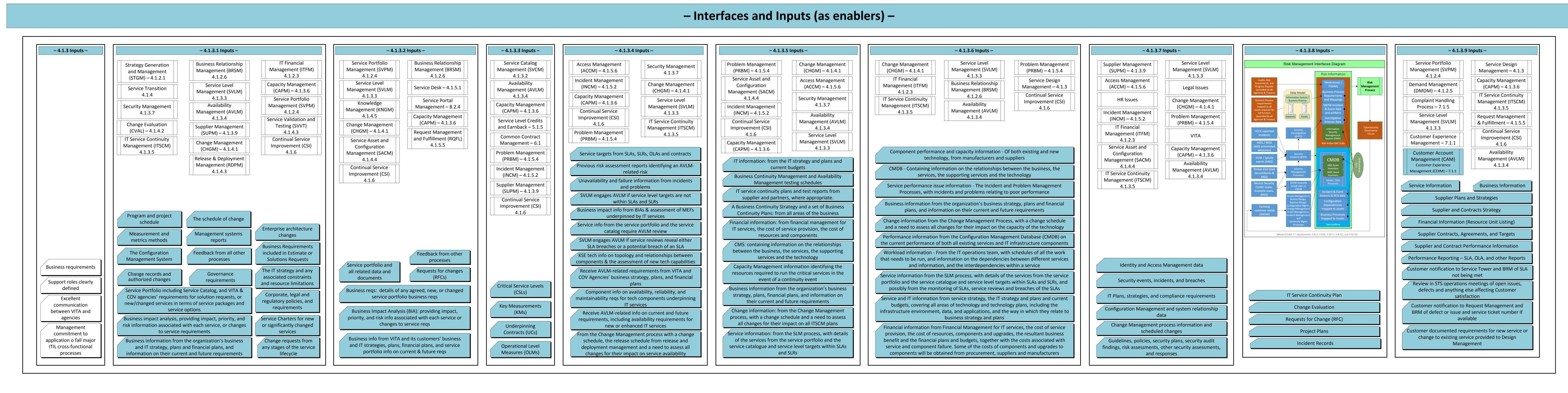


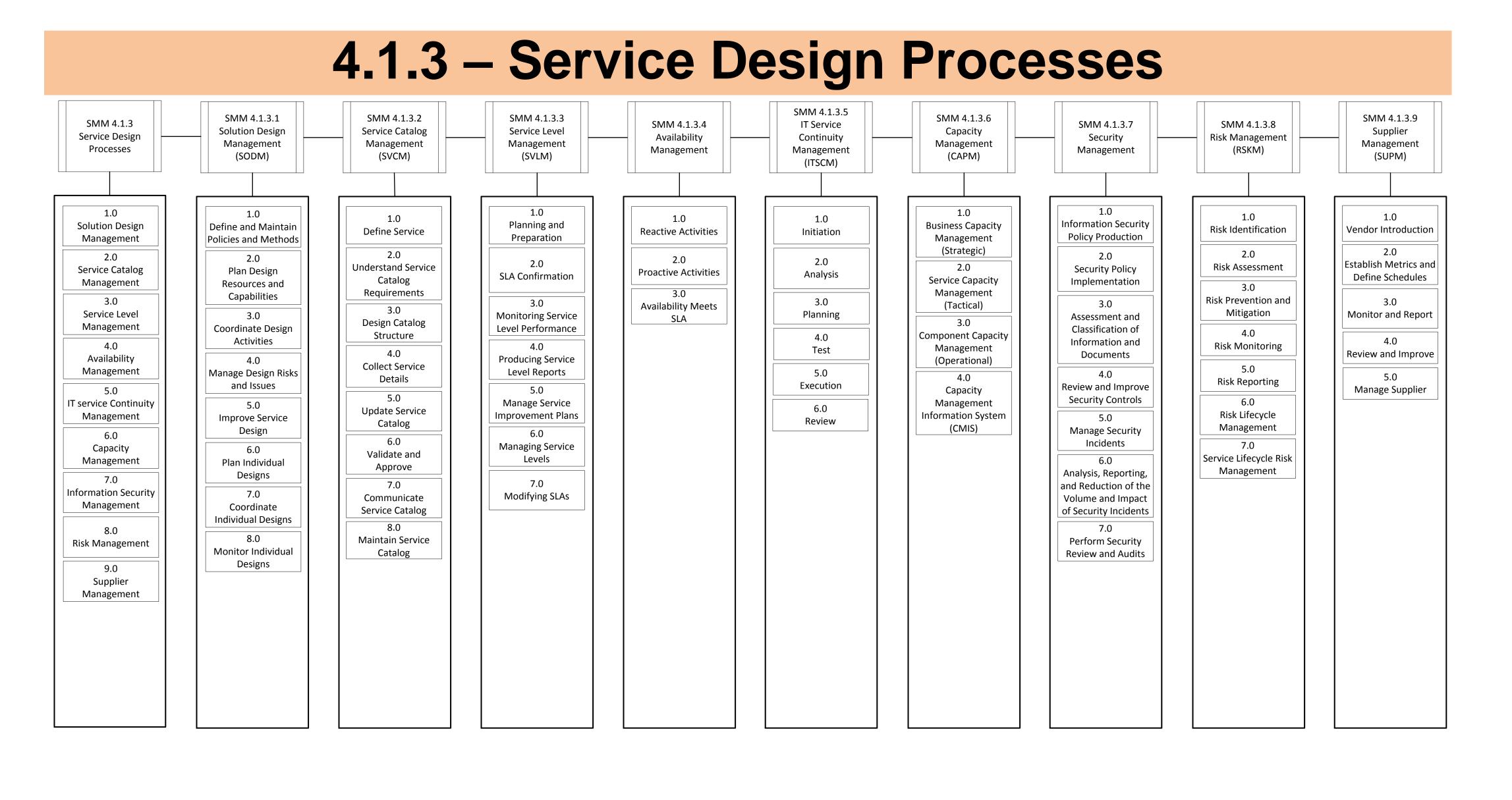
Enterprise goals

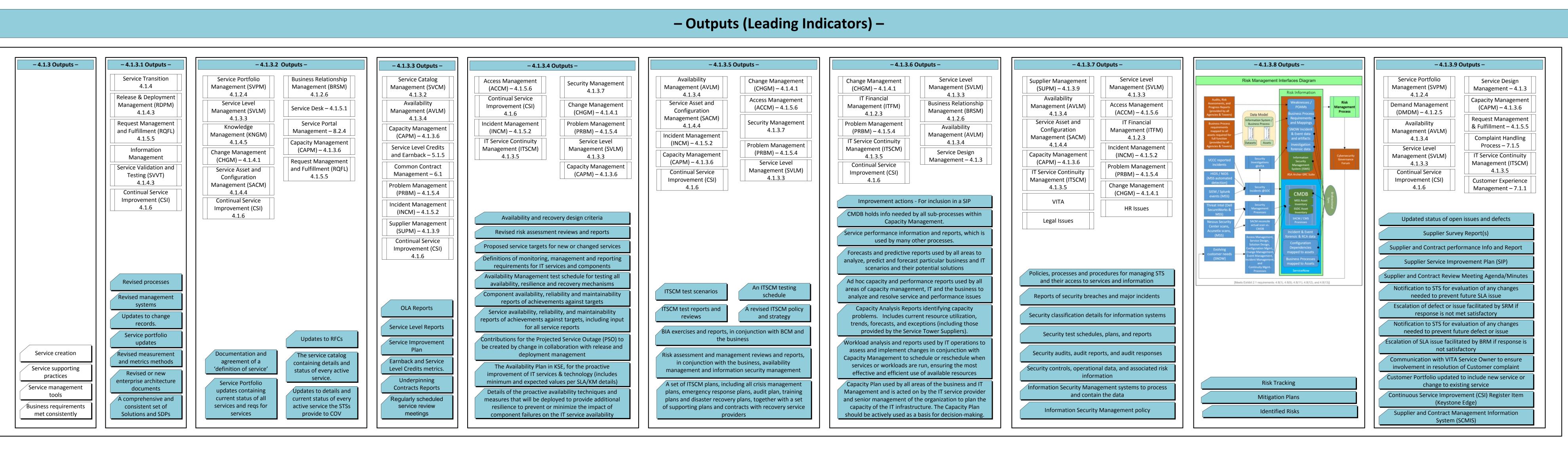
Supplier collaboration

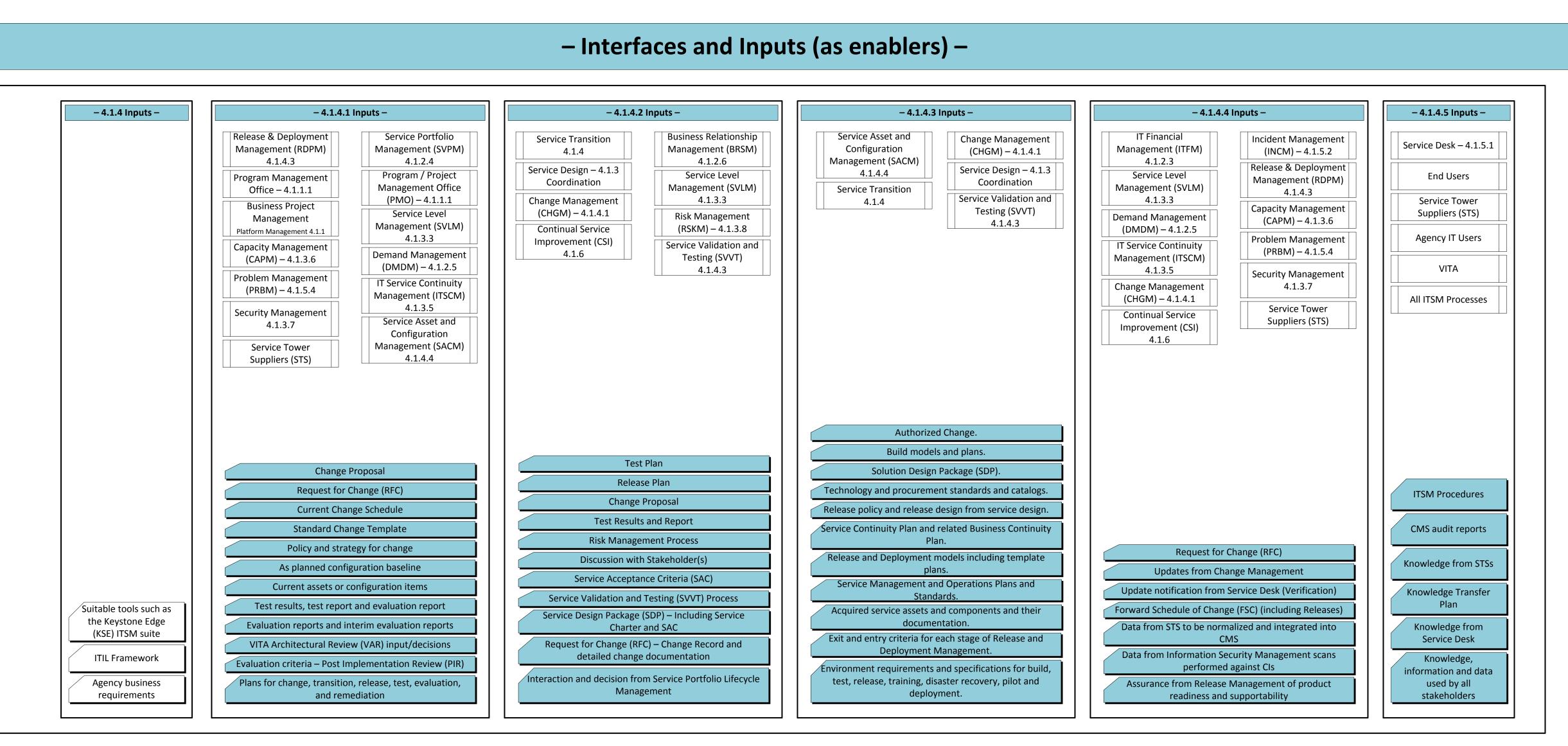
SMM 4.1.2 Service Strategy	Strategy Generation and Management (STGM)	SMM 4.1.2.2 IT Technology Planning	SMM 4.1.2.3 IT Financial Management (ITFM)	SMM 4.1.2.4 Service Portfolio Management (SVPM)	SMM 4.1.2.5 Demand Management (DMDM)	SMM 4.1.2.6 Business Relationship Management (BRSM)
1.0 Strategy Generation and Management 4.1.2.1 2.0 IT Technology Planning – 4.1.2.2 3.0 Financial Management 4.1.2.3 4.0 Service Portfolio Management 4.1.2.4 5.0 Demand Management 4.1.2.5 6.0 Business Relationship Management 4.1.2.6	1.0 Analyze Internal Factors 2.0 Analyze External Factors 3.0 Establish Objectives 4.0 Determine Perspective for Vision 5.0 Form a Position for Policies 6.0 Craft a Plan 7.0 Adopt Patterns of Action 8.0 Document the Service Strategy	1.0 Determine Technical Currency and Refresh 2.0 Determine Technical Advances 3.0 Determine Technical Evolutions 4.0 Determine Service Efficiencies 5.0 Produce the Technology Plan	1.0 IT Consumption and Demand Reporting 2.0 Forecast and Track Resource Utilization 3.0 Financial Budgeting Activities 4.0 Process Invoices and Chargeback 5.0 Manage Service Cost Allocation 6.0 Financial Reporting and Variance Analysis	1.0 Service Pipeline Activities 2.0 Service Transition to Operations Activities 3.0 Service Retirement Activities 4.0 Service Portfolio Reporting	1.0 Identify Sources Demand Forecasting Catalog VITA Service Strategy Business Relationship Managers 2.0 Analyze PBAs 3.0 Associate user Profiles (UPs) 4.0 Identify Demand	1.0 Assign CAM 2.0 Assign MSI BRM 3.0 Develop Customer Relationships 4.0 Maintain Customer Relationships 5.0 Document Requirements 6.0 Coordinate Services 7.0 Coordinate Service Levels 8.0 Customer Experience Management 9.0 Manage Complaints

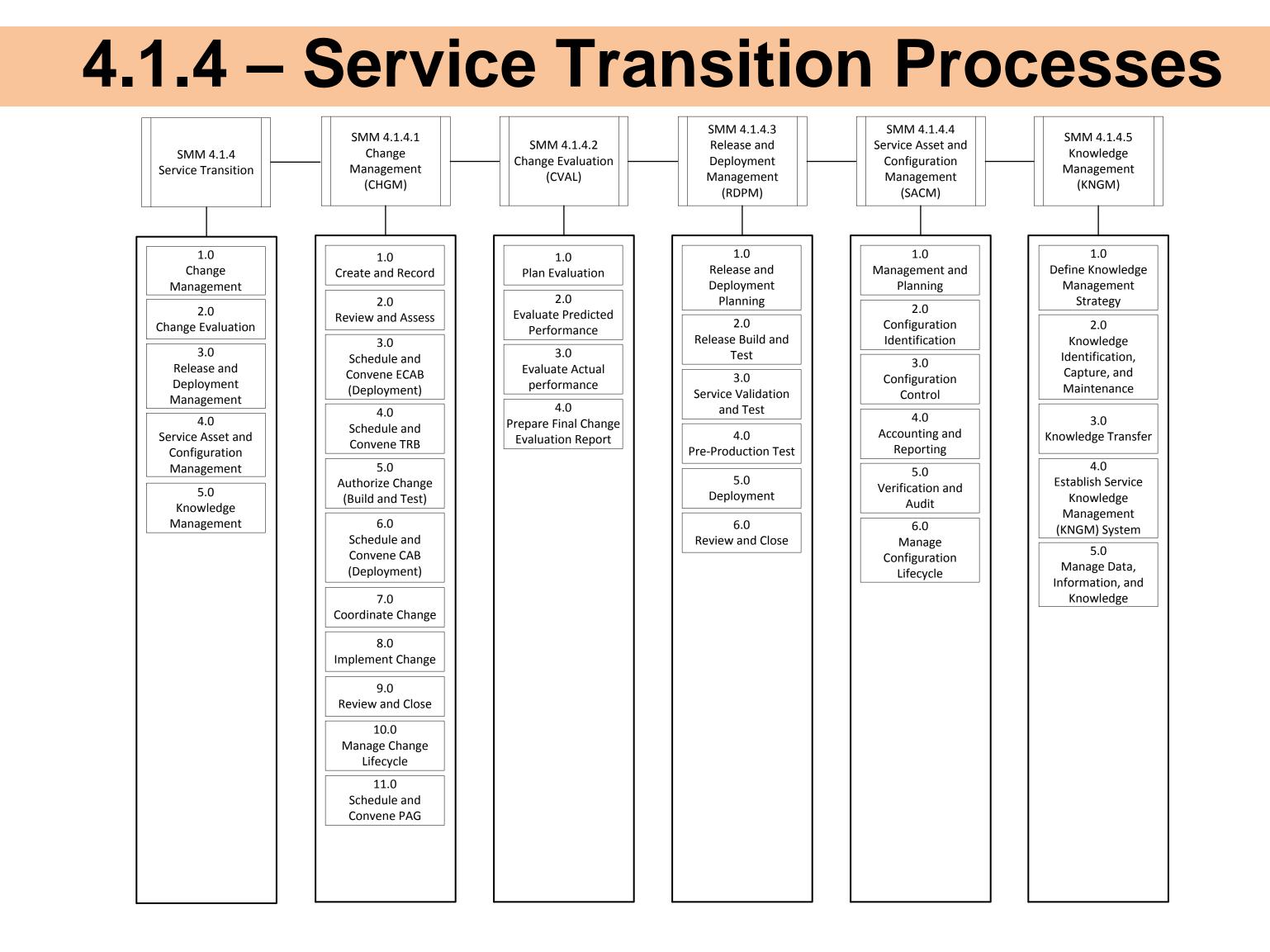




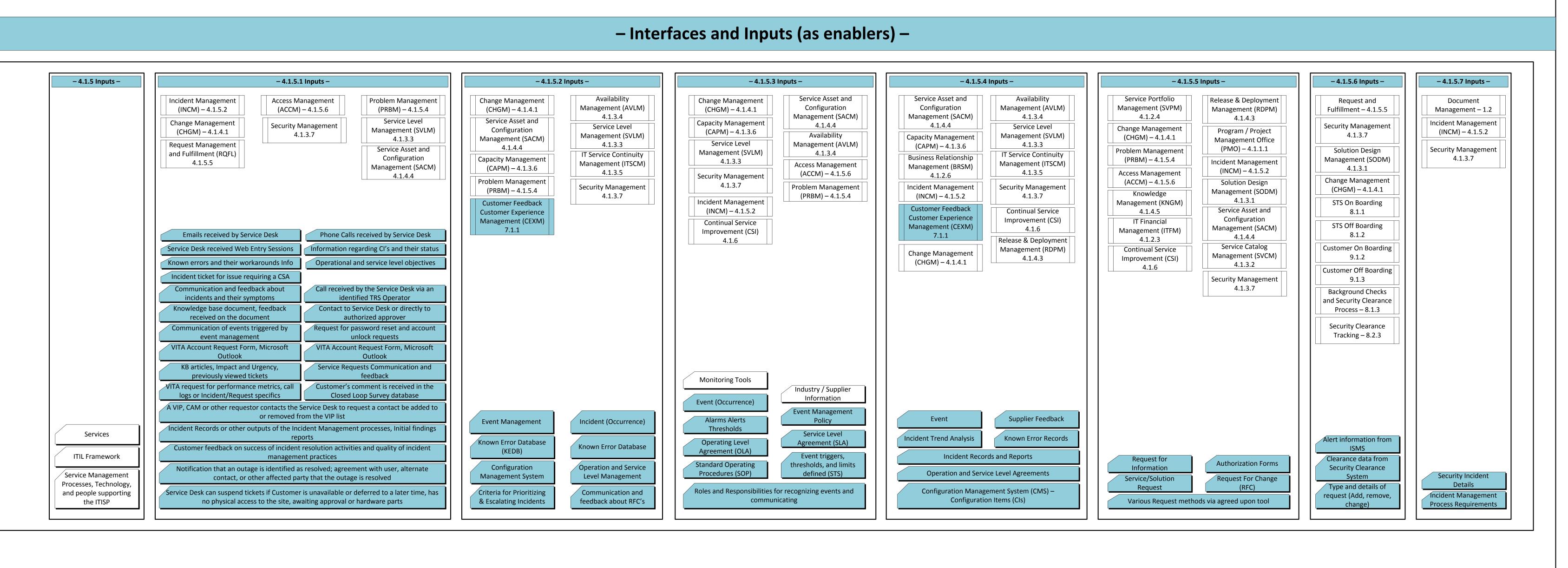




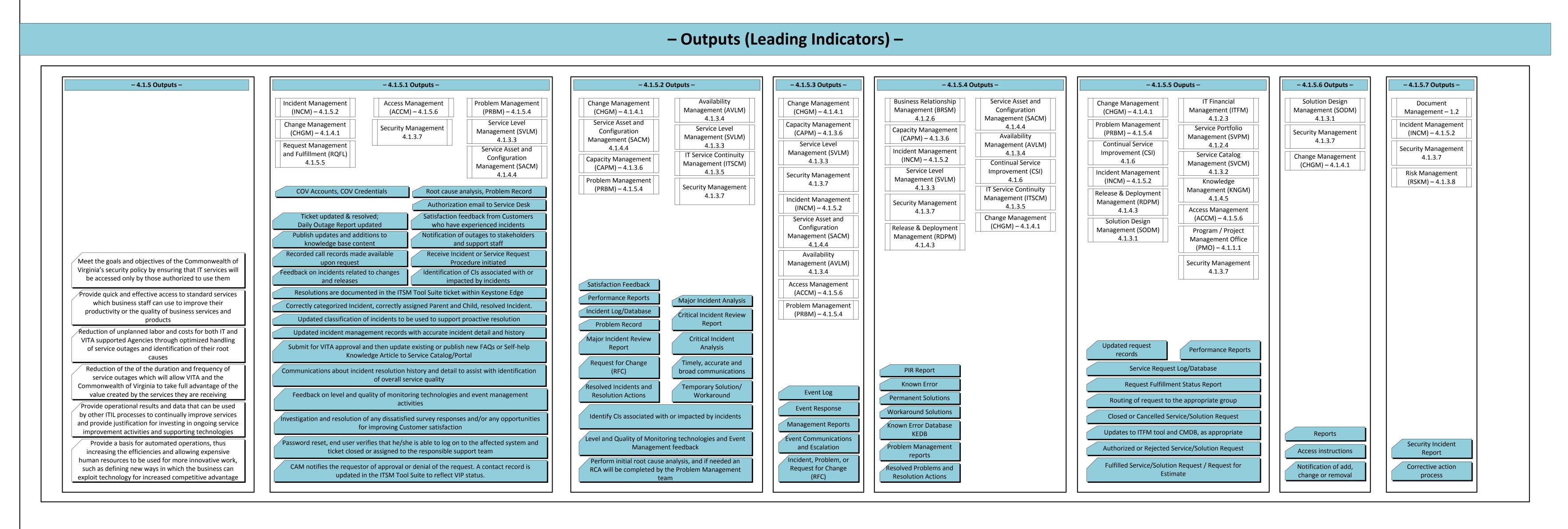




4.1.4 Outputs –	- 4.1.4.1 Outputs -	- 4.1.4.2 Outputs -	- 4.1.4.3 Outputs -	- 4.1.4.4 Outputs -	- 4.1.4.5 Outputs -
	Release & Deployment Service Portfolio Management (RDPM) Management (SVPM)	Service Transition 4.1.4	Service Asset and Change Management Configuration (CHGM) – 4.1.4.1	IT Financial Incident Management Management (ITFM) (INCM) – 4.1.5.2	Service Desk – 4.1.5.1
	4.1.4.3	Business Relationship	Management (SACM) 4.1.4.4 Service Design – 4.1.3	4.1.2.3 Release & Deployment	End Users
	Program Management Office – 4.1.1.1 Program / Project Management Office	Management (BRSM) 4.1.2.6	Service Transition Coordination	Management (RDPM) 4.1.4.3	
	Business Project Management (PMO) – 4.1.1.1 Service Level	Service Design – 4.1.3 Coordination	4.1.4 Service Validation and Testing (SVVT) 4.1.4.3	Demand Management (CAPM) – 4.1.3.6	Service Tower Suppliers (STS)
	Platform Management 4.1.1 Capacity Management 4.1.3.3	Service Level	4.1.4.5	(DMDM) – 4.1.2.5 Problem Management	Agency IT Users
	(CAPM) – 4.1.3.6 Demand Management (DMDM) – 4.1.2.5	Management (SVLM) 4.1.3.3		Management (ITSCM) (PRBM) – 4.1.5.4	VITA
	Problem Management Service Asset and	Continual Service Improvement (CSI)	Readiness checklist. Service notification.	Change Management 4.1.3.7	
	Security Management Configuration Management (SACM)	4.1.6 Change Management	Tested continuity plans.	(CHGM) – 4.1.4.1 Continual Service Service Tower Suppliers (STS)	All ITSM Processes
	4.1.3.7 4.1.4.4 IT Service Continuity	(CHGM) – 4.1.4.1	Service Transition Report.	Improvement (CSI) 4.1.6 Suppliers (STS)	Knowledge Management (KNGM)
	Service Tower Management (ITSCM) Suppliers (STS) 4.1.3.5	Risk Management (RSKM) – 4.1.3.8	Baselined Release Package.	IT Service Continuity Management (ITSCM)	4.1.4.5
		Service Validation and Testing (SVVT)	Release and Deployment Plan.	4.1.3.5	
		4.1.4.3	New, changed or retired services.		
			New or changed Service Management documentation.		
			Updates to Change Management for the release and deployment activities.		
			Updated Service Capacity Plan aligned to the relevant business plans.		Procedures and Controls
	Disposition of RFC		Notification to Service Catalog Management to update		Knowledge Transfer
	Updated change schedule		the Service Catalog with the relevant information about the new or changed service.		Plan
Common and peatable service	Change decisions and actions Change Management Reports		Complete and accurate configuration item list with an audit trail for the CIs in the Release Package and also		Knowledge Management Strategy
sition process for evidenced in high	Change documents and records	Final Change	the new or changed service and infrastructure configurations.	New and updated configuration records	Creation of knowledge base content
nsistency, quality, d reliability while	Established Standard Change (Pre-approved)	Evaluation Report for Change Management	New tested service capability and environment	Accurate and detailed flagged CI information	Data and Information
ntaining rigourous day-to-day IT	New changed or disposed configuration items	Interim Change	including SLA, other agreements and contracts, changed organization, competent and motivated	Reports and verification of information pertaining to integrated data	Requirements
operations management.	Authorized Changes that are logged into Keystone Edge Change to the services, service or infrastructure	Evaluation Report(s) for Change	people, established business and Service Management processes, installed applications, converted databases,	Information about attributes and relationships of configuration items, for use by all other Service	Knowledge Management Audit
management.	resulting from authorized changes	Management	technology infrastructure, products and facilities.	Management process	Reports



SMM 4.1.5 Service Operation	SMM 4.1.5.1 Service Desk Function	SMM 4.1.5.2 Incident Management (INCM)	SMM 4.1.5.3 Event Management (EVTM)	SMM 4.1.5.4 Problem Management (PRBM)	SMM 4.1.5.5 Request Management and Fulfillment (RQFL)	SMM 4.1.5.6 Access Management (ACCM)	SMM 4.1.5.7 Security Incident Management (SINM)
1.0 Event Management 2.0 Incident Management 3.0 Problem Management 4.0 Request Management and Fulfillment 5.0 Asset Management	1.0 Data Network 2.0 End User Computing 3.0 Mainframe 4.0 Messaging 5.0 Managed Services Security 6.0 Voice Network 7.0 Server / Storage	1.0 Incident Identification 2.0 Incident Logging, Categorization, and Prioritization 3.0 Initial Investigation and Diagnosis 4.0 Functional Escalation 5.0 Hierarchal Escalation 6.0 Investigation and Diagnosis 7.0 Resolution and Recovery 8.0 Incident Closure	1.0 Event Logging 2.0 Event Analysis 3.0 Event Closure	1.0 Proactive Analysis 2.0 Problem Identification 3.0 Recording and Classification 4.0 Investigation and Diagnosis 5.0 Error Control 6.0 Roblem Resolution 7.0 Problem Closure	1.0 Service Request Fulfillment 2.0 Request for Solution 3.0 Review and Analyze	1.0 Access Request 2.0 Uncorrelated Account Review 3.0 Role Definition 4.0 Application Onboarding 5.0 Privilege Account Vaulting 6.0 Full Disable of Identity 7.0 Reporting	1.0 IS-IMP Definition 2.0 Security Incident Categorization and Prioritization 3.0 Containment 4.0 Remediation 5.0 Resolution and Recovery 6.0 Escalation



- 4.1.6 Inputs -	- 4.1.6.1 Inputs -	- 4.1.6.2 Inputs -	- 4.1.6.3 Inputs -	- 4.1.6.4 Inputs 4.1.6.5 Input
	Business Relationship Management (BRSM) 4.1.2.6 Service Measurement (SVMT) - 4.1.6.3 Service Owners Service Tower Continual Service Improvement (CSI) 4.1.6 Supply Management Key Processes	Change Management (CHGM) – 4.1.4.1 Each SMM Process Continual Service Improvement (CSI) 4.1.6 Process Approval Group (PAG) – 2.2.5.1 Documentation Management – 1.2	Continual Service Improvement (CSI) 4.1.6 Iron Bow (End User Support) Tempus Nova (Messaging) Verizon (Voice Data Network) Service Level Management (SVLM) 4.1.3.3 Atos (Security) Perspecta (Mainframe) Unisys (Server, Storage, Data Center) Xerox (Managed Print) Service Review and Reporting (SVRR) 4.1.6.1	Capacity Management (CAPM) – 4.1.3.6 Change Management (CHGM) – 4.1.4.1 IT Financial Management (ITFM) 4.1.2.3 Incident Management (INCM) – 4.1.5.2 Security Management 4.1.3.7 Problem Management (PRBM) – 4.1.5.4 Program / Project Management Office
Funded CSI Activities Management Commitment	OLA Status SLA Status Root Cause Analysis (RCA) Service Catalogue Gap analysis reports Key Service Performance Measures CSI seven step improvement process Information Security and Risk analysis Service review meetings and lessons learned Data, Key Metrics, and Trend analysis for further review SWOT (strength/weakness/opportunities/threats) analysis	Change Record Change Record Decision Brief SMM Currency Report Evaluation Template Quality Assurance Plan Service Improvement Plan (SIP) CSI Register Improvement Opportunity Recommendation from user for process update or enhancement	System Data Gap analysis reports Service Scorecards/ Dashboards CSI seven step improvement process Business Process/Requirements Change Key Process /Service Performance Measures Data, Key Metrics, and Trend analysis for further review Service Measurement review meetings and lessons learned Critical Service Levels, Operational Level Agreements, Operational Level Measures	Gap analysis Trend Analysis New requirements Service catalogue New Technology Drivers Requested improvements Service/Operating Levels The Security Pl The Technology Quality assuran reports Service measurer reports Forecasts from Se Portfolio Manage Other VITA direct analyses and prio VITA and support Agency busine strategies and network strategies and network strategies and network strategies and network strategies innovariant service opportunities associated with its SIP and CSI activ

SMM 4.1.6	SMM 4.1.6.1	SMM 4.1.6.2 Process Evaluation	SMM 4.1.6.3	SMM 4.1.6.4	SMM 4.1.6.5
Continual Service Improvement	Service Review and Reporting	and Currency (PREC)	Service Measurement	Improvement Planning	Technical Innovation (TECI)
1.0		1.0		1.0	1.0
Service Review and Reporting	1.0 Plan Reports	Create Quality Assurance Plan	1.0 Plan Measurements	Identify Improvement	Hold Service Supplier Improvement Forum
2.0 Process Evaluation and Currency	2.0 Present Reports	2.0 Conduct SMM Audit	2.0 Create Measurements	2.0 Define Improvement	2.0 Refine the Selected Proposals
3.0 Service Measurement	3.0 VITA Review	3.0 Monitor / Manage Process	3.0 Deliver Measurements	3.0 Gather Data	3.0 Produce Technical Innovation Plan
4.0 Improvement Planning	4.0 MSI Audit			4.0 Process Data	4.0 Maintain Technical Innovation Plan
5.0 Technical Innovation	5.0 Post Reports			5.0 Analyze Data	IIIIIOVation Flam
6.0 7-Step Improvement	1 osc neports			6.0 Present	
Process				Improvement 7.0	
				Implement Improvement	

